

AMENDMENTS

Amendments to the Claims:

Please amend the claims as follows:

1. (Currently Amended) An apparatus for context-sensitive error event notification, the apparatus comprising:

a monitor configured to detect an error event within a computer application;
an analysis module configured to determine characteristics for the error event;
an assembler configured to compose a context-sensitive message comprising at least one context-sensitive resource relating to the determined error event characteristics; and
a transmission module configured to transmit the message to a set of addressees[.], wherein the context-sensitive message is transmitted using a communication method selected from the group consisting of e-mail, instant messaging, voice-over-IP, paging, audio messaging, and short message service (SMS).
2. (Original) The apparatus of claim 1, wherein the error event comprises an abnormal condition for the computer application.
3. (Original) The apparatus of claim 1, wherein the context-sensitive message is generated from a user configurable template.

4. (Original)The apparatus of claim 1, wherein the set of addressees comprises a configurable addressee repository that associates characteristics of the error event with one or more addressees.

5. (Original)The apparatus of claim 1, wherein the set of addressees is selected from the group consisting of system administrators, system programmers, application programmers, users, and Information Technology (IT) support personnel.

6. (Original)The apparatus of claim 1, wherein the at least one context-sensitive resource comprises an excerpt from a reference repository associated with the error event, the reference repository selected from the group consisting of computer system documentation, exception codes, previously reported problems, solutions to previously identified problems, and frequently asked questions.

7. (Original)The apparatus of claim 1, wherein the at least one context-sensitive resource comprises a pointer to a reference repository associated with the error event, the reference repository selected from the group consisting of computer system documentation, exception codes, previously reported problems, solutions to previously identified problems, and frequently asked questions.

8. (Original)The apparatus of claim 7, wherein the pointer is configurable.

9. (Original)The apparatus of claim 1, wherein the at least one context-sensitive resource is configured to automatically conduct a search based at least in part on at least one characteristic of the error event.

10. (Canceled).

11. (Currently Amended)A computer readable storage medium comprising computer readable code configured to carry out a method for context sensitive error event notification, the method comprising:

detecting an error event within a computer system;

determining characteristics for the event;

composing a context-sensitive message comprising at least one context-sensitive resource relating to the determined error event characteristics; and

transmitting the message to a context-sensitive list of addressees[[.]], wherein the context-sensitive message is transmitted using a communication method selected from the group consisting of e-mail, instant messaging, voice-over-IP, paging, audio messaging, and short message service (SMS).

12. (Original)The computer readable storage medium of claim 11, wherein the error event comprises an abnormal condition for the computer application.

13. (Original)The computer readable storage medium of claim 11, wherein the context-sensitive message is generated from a user configurable template.

14. (Original)The computer readable storage medium of claim 11, wherein the context-sensitive set of addressees comprises a configurable addressee repository that associates the error event with one or more addressees.

15. (Original)The computer readable storage medium of claim 11, wherein the context-sensitive set of addressees is selected from the group consisting of system administrators, system programmers, application programmers, users, software support personnel, and Information Technology (IT) support personnel.

16. (Original)The computer readable storage medium of claim 11, wherein the at least one context-sensitive resource comprises an excerpt from a reference repository associated with the error event, the reference repository selected from the group consisting of user documentation, solutions to previously identified problems, previously reported problems, and frequently asked questions.

17. (Original)The computer readable storage medium of claim 11, wherein the at least one context-sensitive resource comprises a pointer to a reference repository associated with the error event, the reference repository selected from the group consisting of user documentation, solutions to previously identified problems, previously reported problems, and frequently asked questions.

18. (Original)The computer readable storage medium of claim 17, wherein the pointer is configurable.

19. (Original)The computer readable storage medium of claim 11, wherein the at least one context-sensitive resource is configured to automatically conduct a search based at least in part on at least one characteristic of the error event.

20. (Canceled).

21. (Currently Amended)A method for context sensitive error event notification, the method comprising:
- detecting an error event within a computer application;
- determining characteristics of the error event;
- composing a context-sensitive message comprising at least one context-sensitive resource relating to the determined error event characteristics; and
- transmitting the context-sensitive message to a set of addressees[[], wherein the context-sensitive message is transmitted using a communication method selected from the group consisting of e-mail, instant messaging, voice-over-IP, paging, audio messaging, and short message service (SMS).
22. (Original)The method of claim 21, wherein the error event comprises an abnormal condition for the computer application.
23. (Original)The method of claim 21, wherein the context-sensitive message is generated from a user configurable template.
24. (Original)The method of claim 21, wherein the set of addressees comprises a configurable addressee repository that associates characteristics of the error event with one or more addressees.
25. (Original)The method of claim 21, wherein the set of addressees is selected from the group consisting of system administrators, system programmers, application

programmers, users, software support personnel, and Information Technology (IT) support personnel.

26. (Original)The method of claim 21, wherein the at least one context-sensitive resource comprises an excerpt from a reference repository associated with the error event, the reference repository selected from the group consisting of computer system documentation, solutions to previously identified problems, previously reported problems, and frequently asked questions.

27. (Original)The method of claim 21, wherein the at least one context-sensitive resource comprises a pointer to a reference repository associated with the error event, the reference repository selected from the group consisting of computer system documentation, solutions to previously identified problems, previously reported problems, and frequently asked questions.

28. (Original)The method of claim 27, wherein the pointer is configurable.

29. (Original)The method of claim 21, wherein the at least one context-sensitive resource is configured to automatically conduct a search based at least in part on at least one characteristic of the error event.

30. (Canceled).